



# Frequently Asked Questions

**Q: What is DIRECTV Pre-paid?**

**A:** It's a no contract satellite TV system with nationwide coverage; offering excellent audio and HD video quality. You have the freedom to control your TV use every month, and can easily recharge for up to 15 days and 30 days.

**Q: How does it work?**

**A: It's easy. All you have to do is:**

1. Visit our retailers nationwide to purchase a DIRECTV kit which has everything you need to install the system.
2. Follow the step-by-step installation instructions in the manual.
3. Visit any SurePay outlet with your account number and top up whenever you are ready to watch TV. For additional top up options visit: <https://www.directvcaribbean.com/customer-service/stations>

**Q: How do I install?**

**A: Installation is do-it-yourself. Just use the step-by-step instruction manual included. Alternatively, if you would like a DIRECTV professional installation, please follow these simple steps below:**

- Step 1 Call our Toll Free number at 435 7362 to get your account number
  - Step 2 Take your account number to any SurePay outlet
  - Step 3 For installation pay \$60
  - Step 4 Once payment is made call 435 7362 to schedule your installation
- Activate Today and enjoy 15 Days FREE Programming

**Q: What are the various top up Options for Pre-paid?**

**A: We have 30 day packages, which range as follows:**

PACKAGE NAME	ONE ROOM
Bling	\$81
Loaded	\$93

**It's as Easy As:**

- Step 1 Buy your kit at approved retail outlets
- Step 2 Install yourself. Instructions provided
- Step 3 Recharge as often as you like

**Q: Do I pay for the days I don't watch TV or when my TV is off?**

**A:** Once you top up, your programming will expire depending on the recharge value, even if you do not turn on or watch TV every day during that period.

**Q: Can I top up before my days have expired?**

**A:** Yes, you can!  
This would ensure that your programming is always in an "ON" status.



**No Contract  
No Monthly Bill  
Payment Flexibility**

The dominant programme audio language is English. This promotional material is effective January 2021 and replaces similar material printed previously. Channels subject to change without notice.

Visit [directvcaribbean.com](http://directvcaribbean.com)